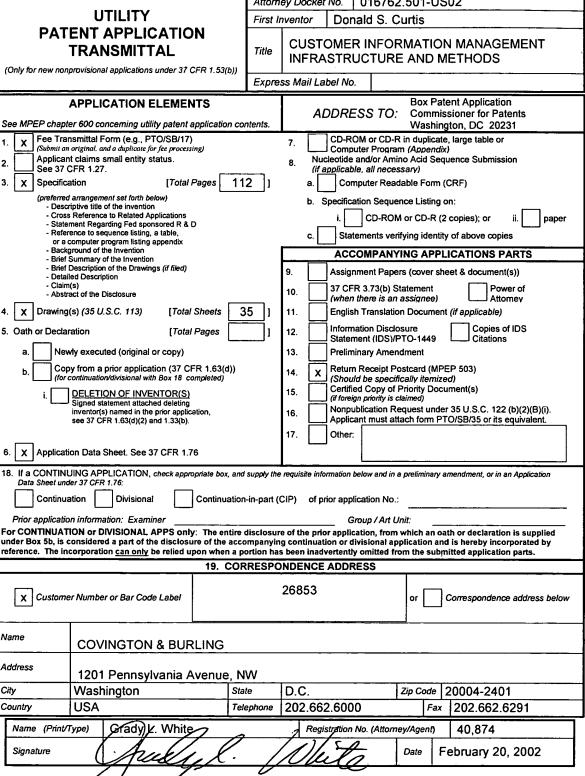
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PTO/SB/05 (03-01) Approved for use through 10/31/2002. OMB 0651-0032

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PTO/SB/17 (11-01)

Approved for use through 10/31/2002. OMB 0651-0032

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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EEE TO A MORRITTAL		Complete if Known					
FEE TRANSMITTAL		Application Number		Numb	er Not Yet Assigned	Not Yet Assigned	
for FY 2002		Filing Date			February 21, 2002		
Patent fees are subject to annual revision.		First i	Name	d Inve	ntor Donald S. Curtis		
Tutorition and subject to united to the subject to		Exam	iner N	lame	Not Yet Assigned		
Application claims small entity status. See 37 CFR 1.27		Group	Art U	Init	N/A		
TOTAL AMOUNT OF PAYMENT (\$) 12,876.00)	Attorr	ey Do	cket N	o. 016762.501-US02	,	
METHOD OF PAYMENT (check all that apply)				FEE	CALCULATION (continued)		
X Check Credit Money Other None Deposit Account		\DDITI		. FEES			
Deposit Account 50-0740	Fee	Entity Fee	Fee	I Entity Fee	- For Board-No-		
Number	Code	(\$)	Code	(\$)	Fee Description	Fee Paid	
Deposit Account Covington & Burling	105	130	205	65	Surcharge – late filing fee or oath		
Name The Commissioner is hereby authorized to: (check all that apply)	127	50	227	25	Surcharge – late provisional filing fee or cover sheet.		
Charge fee(s) indicated below X Credit any overpayments	139	130	139	130	Non-English specification		
Charge any additional fee(s) during the pendency of this	147	2,520	147	2,520	For filing a request for ex parte reexamination		
application Champe foo(s) indicated helps, areant for the filling foo	112	920*	112	920*	Requesting publication of SIR prior to		
Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.				1.840*	Examiner action Requesting publication of SIR after		
	113	1,840*	113	•	Examiner action		
FEE CALCULATION	115	110	215	55	Extension for reply within first month		
1. BASIC FILING FEE Large Entity Small Entity	116	400 920	216 217	200 460	Extension for reply within second month		
Large Entity Small Entity Fee Fee Fee Fee Fee Description	117	1,440	218	720	Extension for reply within third month		
Code (3) Code (3) Fee Paid	128	1,960	228	980	Extension for reply within fourth month		
101 740 201 370 Utility filing fee 740.00	119	320	219	160	Extension for reply within fifth month Notice of Appeal		
107 510 207 255 Plant filing fee	120	320	220	160	Filing a brief in support of an appeal		
108 740 208 370 Reissue filing fee	121	280	221	140	Request for oral hearing		
114 160 214 80 Provisional filing fee	138	1,510	138	1,510	Petition to institute a public use proceeding		
	140	110	240	55	Petition to revive – unavoidable		
SUBTOTAL (1) (S) 740.00	141	1,280	241	640	Petition to revive - unintentional		
2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE	142	1,280	242	640	Utility issue fee (or reissue)		
Extra Fee from Fee Paid Claims below Fee Paid	143	460	243	230	Design issue fee		
Total Claims 632 -20** = 612 x 18.00 = 11,016.00	144	620	244	310	Plant issue fee		
Independent 13 -3** = 10 x 84.00 = 840.00	122	130	122	130	Petitions to the Commissioner		
Claims 280.00 = 280.00	123	50	123	50	Processing fee under 37 CFR 1.17(g)		
	126	180	126	180	Submission of Information Disclosure Stmt		
Large Entity Small Entity Fee Fee Fee Fee See See See See See		40			Recording each patent assignment per		
Code (\$) Code (\$) Fee Description	581		581	40	property (times number of properties) Filing a submission after final rejection		
103 18 203 9 Claims in excess of 20 102 84 202 42 Independent claims in excess of 3	146	740	246	370	(37 CFR 1.129(a))		
104 280 204 140 Multiple dependent claim, if not paid	149	740	249	370	For each additional invention to be examined (37CFR 1 129(h))		
109 84 209 42 ** Reissue independent claims	179	740	279	370	Request for Continued Examination (RCE)		
over original patent 110 18 210 9 ** Reissue claims in excess of 20	169	900	169	900	Request for expedited examination of a design application		
and over original patent	Other	fee (spe	cify)		т. и приношний		
SUBTOTAL (2) (\$) 12,136.00		iced by I	-	iling Fee	Paid SUBTOTAL (3) (\$)	0.00	
**or number previously paid, if greater, For Reissues, see above					.,		

SUBMITTED BY Complete (if applicable) Registration No. (Altoropy/Agent) 40,874 Name (Print/Type) Grady-Ly White Telephone (202) 662-6000 Signature Date February 21, 2002

Docket No.: 016762.501-US02

(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Donald S. Curtis

Application No.: Not Yet Assigned

Group Art Unit: N/A

Filed: February 21, 2002

Examiner: Not Yet Assigned

For: CUSTOMER INFORMATION

MANAGEMENT INFRASTRUCTURE AND

METHODS

TRANSMITTAL LETTER

Box Application

Commissioner for Patents Washington, DC 20231

Dear Sir:

Enclosed are the following items for filing in connection with the above-referenced Patent Application:

- 1. Fee Transmittal;
- 2. Utility Patent Application Transmittal;
- 3. Application Data Sheet;
- 4. Utility application comprising: 55 pages of description; 56 pages of claims; a one page abstract; and 35 sheets of drawings (Figs. 1-3, 4A-4F, 5-9, 10A-10J, and 11-20;
- 5. Check No. 291703 for \$12,876.00 to cover:

\$740.00 basic filing fee;

\$12,136.00 additional claims fee; and

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Docket No.: 016762.501-US02

6. Two return receipt postcards.

The Commissioner is hereby authorized to charge any deficiency in the fees filed, asserted to be filed or which should have been filed herewith (or with any paper hereafter filed in this application by this firm) to our Deposit Account No. 50-0740, under Docket No. 016762.501-US02. A duplicate copy of this paper is enclosed.

It is not believed that extensions of time or fees for net addition of claims are required beyond those that may otherwise be provided for in documents accompanying this paper. However, if additional extensions of time are necessary to prevent abandonment of this application, then such extensions of time are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to our Deposit Account No. 50-0740.

Dated: February 21, 2002

Respectfully submitted,

Grady/L. White

Registration No.: 40,874
COVINGTON & BURLING

1201 Pennsylvania Avenue, N.W.

Washington, DC 20004-2401

(202) 662-6000